

**VOLUNTEERS OF AMERICA
ALASKA RECEPTIONIST /
ADMINISTRATIVE ASSISTANT
POSITION
DESCRIPTION**

Position Title: Receptionist / Administrative Assistant
Reports to: Director of Performance Improvement and Compliance

Objective

This position is responsible for scheduling; coordinating and conducting intakes for clients and serves as receptionist for the agency. This position has access to the State of Alaska Information Management System (AKAIMS) and assists with data entry generating reports. This position will support the collection and documentation process for clinical chart and billing information and includes contacting families and/or referral sources to obtain information prior to assessments to acquire information and confirm upcoming appointments.

This position will interact with clients and their families coordinate services and support the quality assurance, billing, and treatment services departments in other ways needed.

Essential Functions, Duties & Responsibilities

- Responsible for opening and closing of the office
- Welcomes visitors and clients by greeting them in person or on the telephone
- Schedules assessments or appointments as needed through the point of entry
- Places reminder calls for existing appointments
- Enters client information in AKAIMS
- Scans client documentation and attaches to respective areas in the Electronic Health Record System (CareLogic)
- Makes the appropriate referrals if VOA does not offer the specific services
- Verify Medicaid Eligibility
- Performs inventory of area and communicates needed items
- Ensures the reception and client waiting area is warm and inviting
- Sends out assessment packets as needed. Verifies packets for completeness and validity
- Distributes any necessary paperwork to families that may need to be completed for the assessment
- Maintains client and personnel confidentiality and safeguards client information as per federal regulations, assumes other duties as assigned and is expected to complete assigned duties in accordance with timelines established by immediate supervisor

Knowledge, Skills and Abilities

- High School Diploma/G.E.D.
- Excellent writing and communication skills

- Excellent organization skills. Self-motivated. Ability to work without direct supervision
- Follow established procedures to safeguard client confidentiality and maintain HIPPA compliance
- Two Years of experience in typing, filing and telephones in an office environment
- Two years Microsoft Word, Excel, and PowerPoint
- Ability to make sound decisions based on information available

Working Conditions

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works in office areas and interacts with staff, consultants, and outside vendors. The Front Receptionist / Administrative Assistant may also be subjected to interruptions throughout the workday.
- While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 10 pounds. The vision requirement includes close vision.

Acknowledgement

Every effort has been made to identify the essential functions of this position. However, this job description in no way states or implies that these are the only duties you may be required to perform. The omission of specific descriptions of duties does not exclude them from the position if the work is similar, related or can be considered essential to this position.

I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America Alaska or myself, with or without notice for any reason not expressly prohibited by law.

Printed Name of Employee

Signature of Employee

Date: _____